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ABSTRACT

This study is a survey of the town of Springfield, Vermont and an evaluation of its library resources and services developed as Phase II of the Institute on Developing Dynamic Public Library Services Responsive to Community Needs. Long range plans were developed to meet discovered community needs and techniques learned from participation in the Institute were taught to other Vermont library staff members. Demographic data came from the U.S. Census of Population, 1970, Vermont, while population projections were provided by the Springfield Town Planner. Community organizations received mailed questionnaires; 63 of the 123 responded. Specific recommendations were made for improving library space, extending service hours to meet the needs of the community, and weeding and updating book collections. (AP)

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THE SPRINGFIELD (VERMONT) TOWN LIBRARY: A survey of its community, its resources and services, with recommendations for developing services responsive to community needs

by

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Prepared for the
U.S. Office of Education Institute on
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Responsive to Community Needs
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CHAPTER I

INTRODUCTION

Purpose

This study was written by Ms. Helen Lowenthal, Director of the Springfield Town Library, and Ms. Priscilla Page, Librarian, Southwest Regional Library, Rutland, Vermont in order to: a) survey the community and evaluate the library resources and services, b) develop long-range plans for the library responsive to known needs in the community, and c) teach the techniques learned from participating in the study to other Vermont librarians. The study, which was written largely by Ms. Lowenthal, was developed as Phase II of the Institute on Developing Dynamic Public Library Services Responsive to Community Needs sponsored by the U. S. Office of Education which was conducted by members of the staff of Syracuse University School of Information Studies. Dr. Roger Greer directed the Institute which was attended by thiry-five public librarians who represented approximately twenty small and medium-sized public libraries in the northeast.

Timetable

The authors attended Phase I of the Institute at Minnowbrook Conference Center in the Adirondacks from September 26-30, 1975 at which the techniques of data identification, collection and analysis were learned. The major portion of this study was written between October 1, 1975 and early January 1976; a number of Springfield Town Library staff members assisted on the project and their interest and cooperation was invaluable.

In December 1975, Ms. Karen Lally, a member of the staff of the Institute visited Springfield and toured the community and the library with Ms. Lowenthal; she made a number of valuable suggestions which have been incorporated into the study.

Phase III of the Institute was conducted at the Thornfield Conference Center in Cazenovia, New York from January 10-13, 1976; the authors had the opportunity to confer with staff members, talk with the participants, and to learn techniques for implementing the strategies outlined in their studies.

When the major portion of the preliminary draft of the study was completed, a meeting was held for all Springfield Town Library staff in order to familiarize them with the project and to enlist their aid in implementing the recommendations. The final draft of the study was finished in April.

During the spring, the authors met with Mrs. Patricia Klinck, Assistant State Librarian for Vermont, who offered assistance from the Department of Libraries in printing copies of the study. A possible Phase IV of the Institute is anticipated for September 1976 which the authors hope to attend with encouragement from the Department of Libraries in order to learn to conduct workshops for local librarians.

Methodology

Data for the community survey were gathered from a number of different sources. The U. S. Census of Population, 1970: Vermont provided demographic statistics; these statistics were placed on census data worksheets designed by the Institute staff. Graphs and tables were based on the data from the worksheets. Population projections were provided by the Springfield Town Planner. Interviews, both personal and by telephone were conducted by the librarian with community leaders and town officials. Questionnaires (Appendix I) were mailed to 123 community organizations and responses were received from 63.

Library records were essential in data collection for the library evaluation. ALA Interim Standards and Minimum Standards for Vermont Public Libraries were used; although the former is outdated and the latter is not stringent enough for a town like Springfield which is unusually affluent for Vermont, they do give some idea of how the library compares nationally and on the State level.

Data were obtained from samples from the library card files. The technique of sampling a small card file was devised by Syracuse staff members and the same technique was used for sampling the Springfield Town Library circulation, registration, and shelf list files.

(1) Each drawer of tightly packed cards was measured in centimeters.

(2) The number of cards in one centimeter was counted.

(3) The number of cards in one centimeter was multiplied by the size of the file to give the total number of cards in the file.

(4) The total number of cards in the file was divided by 400 (the recommended number of cards for the sample), to find the sampling interval.

(5) A random number table was used to separate the first card of the sample.

The numbers of cards in each sample and the intervals used are as follows:

	Total number of cards in sample	Number of cards in interval
Circulation file	397	7
Registration	399	14
Shelf list	395	96

Sampling in the circulation and registration files revealed where people live, whether they are children or adults, and sex of borrower or registrant. Shelf list sampling revealed the age of the book, its call number, and the date of the last circulation of materials in the collection.

CHAPTER II

CONCLUSIONS AND RECOMMENDATIONS

Springfield is a rural town, but atypical of Vermont rural towns, in that it is prosperous and its people are upwardly mobile due to the economic wealth the machine tool industry brings to it. With economic prosperity comes a desire of people to improve themselves through education and there also comes more leisure time, both of which lend themselves to library use.

A large number of people in Springfield are in the over 35 age group, a group including families past having small children and retired people. Over two thirds of the over 14 year old population is married. The median number of school years completed is 12.4 for Springfield, higher than the national 12.2. In Springfield, 10% more people have completed high school and college than the national average. The unemployment situtation fluctuates dramatically with the prosperity of the precision tool industry. The largest part of the work force consists of skilled workers, followed by professional and managerial workers.

There are many organizations in town, particularly church groups, and Springfield residents spend many hours of their leisure time attending meetings and working for these groups. An active Parks and Recreation Department sponsors a rich program of leisure activities, mainly for children, but facilities like tennis courts, an outdoor swimming pool, skating rinks and ski tows provide adults with activity. Shopping areas in the town are flourishing, with downtown being renovated and an indoor shopping mall being built.

The library is a vital part of Springfield life but its contribution to the community is severely limited by an inadequate building. While the town's generous financial support of its library expresses recognition of the value of the library program the growth of that program cannot be achieved without more physical space. The educational qualifications of the library's staff needs upgrading to meet national standards, but until that happens, the town is being well-served by an experienced, dedicated staff. The number of staff members in Springfield is 7½ full-time equivalents, which is in the lower range of American Library Association standards, which recommend 6-11 staff members to serve a town the size of Springfield. The staff is already overcrowded and adding another person is out of the question until more space is created.

The book collection contains many unused, obsolete and battered titles both in the adult and juvenile collections, detracting from their appearance. Both collections need dramatic weeding. The adult book collection could fit comfortably into the existing stacks were it weeded, but those stacks are too close together, too tall and sagging from their age. Their arrangement is also uninviting. The periodical and record collections each are divided between two rooms which leads to misunderstanding and perhaps underutilization of each. Adding new

media to the collection is out of the question because there is absolutely no space for them.

The library building although in an ideal location is an intimidating building from the outside and eleven steps make it inaccessible to the handicapped and elderly. Inside, although attractive, it has too little comfortable browsing space, the stacks are uninviting and crowding is apparent. There is no meeting room space during library hours although meetings and programs held in the Reference room after hours are well-attended and well-received. The building's only access between levels is a spiral staircase making free movement of materials, equipment and people impossible.

The following recommendations are made to increase the value the taxpayers of Springfield receive from their library program.

RECOMMENDATIONS

1. A study should be made to explore the feasibility of expanding the present library or else constructing a new building and a building program developed.

The inadequacy of space in the present building limits new personnel, new programs and parts of it are inaccessible to certain groups, dangerous, or unattractive. In 1976 the selectmen voted to appropriate $2500 towards such a feasibility study if the newly elected trustees would match it with $3000 from the trust funds under their control.

2. Both the adult and juvenile book collections need dramatic weeding to make them actively used collections.

As of this writing, extensive weeding in the adult and juvenile collections has begun. It's progress is inhibited only by the lack of storage space for books being considered for discard or for discarded books.

3. Long range goals and objectives need to be determined by the Trustees to plan the library's program for the future.

Anticipating more space some time in the future, a set of objectives would help define new programming areas. Questions which might be answered are, does the town want new media forms from its library? Would it like its library to sponsor more cultural events? What role can the library play as an adult education agency without duplicating the work of the other adult education agencies? How can it supplement them?

4. An increased effort needs to be made in juvenile public relations to increase juvenile circulation. Objectives need to be developed for the juvenile library program to determine its relationship to the school libraries and avoid duplication of service.

Springfield's juvenile circulation is on the decline. Outreach into the schools, publicity, and more experimentation with media and types of books must be tried to increase juvenile use of the library. Book talks in the schools and Saturday and summer programming are possible ways of increasing awareness of the public library by school children. The possibility of utilizing further the juvenile collection in the Vermont Department of Libraries Southeast Regional Library should be explored to help stretch resources.

5. The library should consider opening Sundays and staying open later weeknights to better serve the full-time employed segment of the population.

Staff morale is the most important consideration in opening more non-business hours. Imposing awkward work-times on staff in a library where staff courtesy is one of the biggest selling points must be done very carefully. If it were made clear to the public that Sunday is a day when the library only circulates books but does not provide interlibrary loan, reference or other services, the library could be staffed with people hired specially for these hours.

6. The fact that many people in the community are involved in church-related activities indicates concern over spiritual matters. The library's religion collection must be improved.

Although scholarly religion books sit on the shelf unused, books of the inspirational genre should be purchased conscientiously to attract people into the library.

CHAPTER III

THE COMMUNITY

The Setting

The Town of Springfield is 40 square miles located in southeast Vermont on the Black River six miles from its confluence with the Connecticut. Interstate 91, six miles to the east of the town, provides convenient access to northern Vermont and southern New England. The nearest towns of comparable population are: Windsor, 21 miles to the north, Bellows Falls, 18 miles to the south, and Claremont, New Hampshire, 16 miles to the east. Vermont's larger cities are somewhat further away: Burlington is 130 miles to the northwest and Rutland is 45 miles to the west.

The town is built on steep hills which rise out of the narrow river valley. The business area is centered around a square which provides easy parking; irregularly arranged streets conforming to the rough contours lead to the residential areas. Since 1963 the central business district has been in keen competition with the stores and services located at a shopping plaza about half a mile from Main Street.

Origin

Springfield, one of many towns named for Springfield, Massachusetts, has "attained high rank in machine toolmaking and general industrial prominence not usually looked for in Vermont towns."[1] Its origin and subsequent industrial development are due in large part to its location on the falls of the Black River.

Although the area to the east was settled somewhat earlier, it was not until 1740 that the first settler, William Lockwood, built a dam and sawmill on the present site of the town. In 1808, Isaac Fisher utilized water power to operate a cotton mill, oil mill, carding shop, foundry, and a woolen mill. After the Civil War, Jones and Lamson, machine toolmakers, moved to the town from Windsor; Jones and Lamson president, James Hartness, internationally known for the invention of the turret lathe, became a vital force in the development of the town. Successive employees of his company started their own companies: Edwin R. Fellows, William L. Bryant, and Fred P. Lovejoy; these machine tool companies bear their names today.

Resultant prosperity gave rise to the sobriquet "Precision Valley" and today the machine tool companies employ more than 4,000 people many of whom commute from distant Vermont and New Hampshire towns.

Demographic Characteristics

A number of library research studies conducted over the past twenty-five years have identified specific population characteristics which correlate with library usage. It has been found that the people

[1] Ray Bearce, ed. Vermont, a guide to the Green Mountain State. (Boston, 1968), p.358.

who use libraries are likely to be:

(1) more young people than elderly;
(2) more highly educated than less educated;
(3) more high income than low income;
(4) more professional than clerical workers;
(5) more housewives; and,
(6) more people who live close to the library.

Census data for Springfield have been obtained from the U. S. Bureau of the Census , General characteristics, Vermont, 1970; and population projections have been obtained from the Springfield Town Planner. Figures for the U. S. were secured from Statistical Abstract of the U. S. and for Vermont from Vermont Facts and Figures, 1972, Vermont Department of Budget and Management, Office of Statistical Coordination.

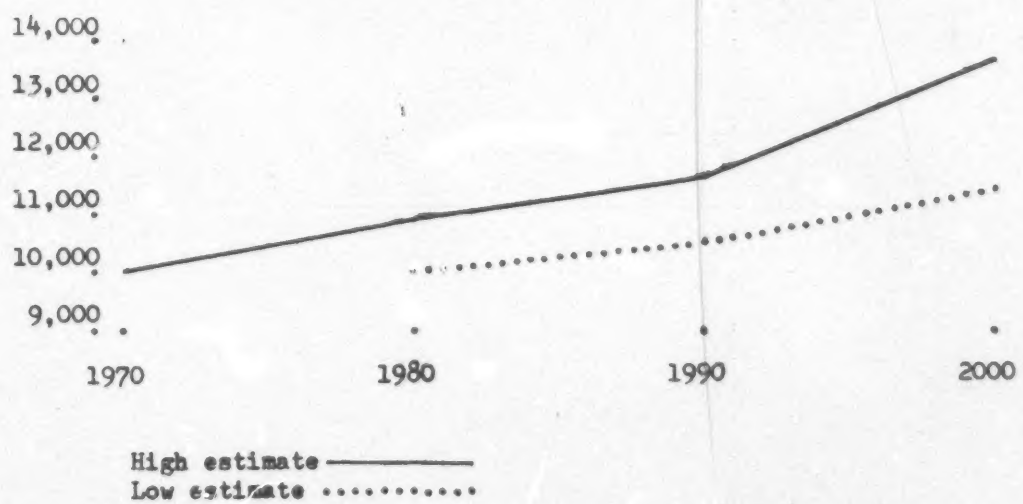
The data has been analysed with particular emphasis on the following: age, education, employment, income, and marital status.

The 1970 census shows a total population of 10,063 for Springfield. Population estimates provided by the Town Planner show a slow, steady increase to 10,820 in 1980 (high estimate), to 11,690 in 1990(high estimate), and to 13,640 in the year 2000.

Figure 1

POPULATION PROJECTIONS FOR SPRINGFIELD

FROM 1970 - 2000



Age and sex

Slightly less than half the population (48%) of Springfield is thirty-five years old or older; this is significantly higher than Vermont (40.5%) and the U. S. (41.8%). The percentage of people over age sixty-five (11%) is higher in Springfield than Vermont (10.7%) and the U. S. (9.9%). In Springfield 66% of the population is over age 18, in Vermont 60.8%, and in the U. S. 65.7%.

In national library research more library users were likely to be young than old. In Springfield where 11% of the population is over 65 it could be concluded that there is a large number of potential library users who are older and therefore less likely to use the library.

Figure 2

Distribution of Population in Springfield by Sex and Age (1970)

Percentage of total population (n=10,063)						
	Male	Female	Total Springfield	Vermont	U.S.	Cumulative Springfield
Under 5	4	4	8	8.9	8.4	8
5-13	9	8	17	20.6	18	25
14-18	5	4	9	10	7.8	34
19-34	9	9	18	19.9	23.9	52
35-64	18	19	37	29.8	31.9	89
65 Over	4	7	11	10.7	9.9	100
Total	49	51	100			

Marital Status and Family Structure

The data in Figures 3a and 3b reflect how typical the town of Springfield is in respect to marital status and family structure. Springfield is a family-oriented community with 68% of the population over 14 years of age married. Almost everyone (99%) lives in households, not in rooming houses, or other institutions.

According to library use studies, families who do things together are traditional library users, and families with children use the library more than other segments of the population. Therefore, good library service is especially important in a heavily family-oriented town like Springfield and excellent services for children a high priority.

Figure 3a

Marital Status in Springfield and the U.S.

	Percentage of Springfield Population over 14 years of age (1970)			Percentage of U.S. Population over 18 years of age (1971)		
	Total	Male	Female	Total	Male	Female
Single	21	12	9	16	9	7
Married	68	34	34	71	35	36
Widowed	8	1	7	8	1	7
Divorced	3	1	2	3	1	2

Figure 3b

Family Structure in Springfield and the U.S. (1970)

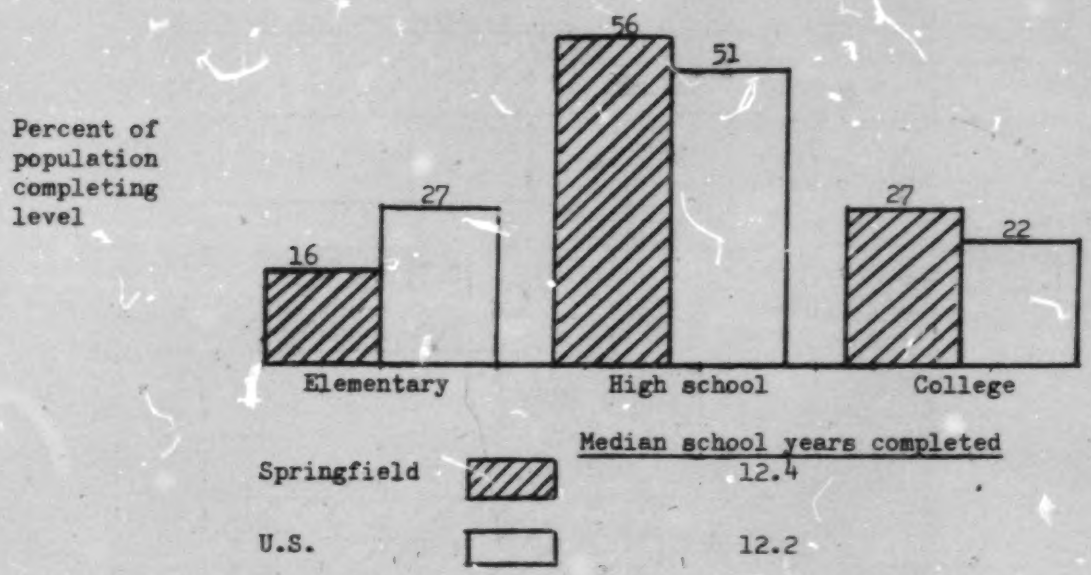
	Springfield	U.S.
Percent of population living in households	99	97.1
Percent of population living in group quarters	1	2.9
Average number of children per family	1.2	1.2
Percent of population under 18 years	33	34

Education level

As indicated in Figure 4, there is a significantly higher percentage of college graduates in Springfield than the national median. According to library user studies, 60-80% of library users are college educated individuals; thus, it would be expected that Springfield Town Library would have a high percentage of adult readers.

Figure 4

Greatest number of school years completed (1970)



Employment status

Library research shows a large portion of library users are housewives, or women who do not work. In Springfield, 31% of the total labor force is unemployed women, as opposed to 21% of the total labor force who are employed women. (Figure 5). Because a large portion of the adult population is unemployed women (many of them housewives), this group could be expected to be among the greater library users.

Naturally, of the total number in the potential labor force, far more people are working than not. Most men are employed, comprising 39% of the total labor force, as opposed to 8% of the

total labor force who are unemployed men. These statistics could be important in planning library resources, for example different hours, to attract that segment of the population which probably doesn't use the library: men and working women.

Figure 5

Employment status in Springfield: 16 years or older (1970)

Occupational characteristics

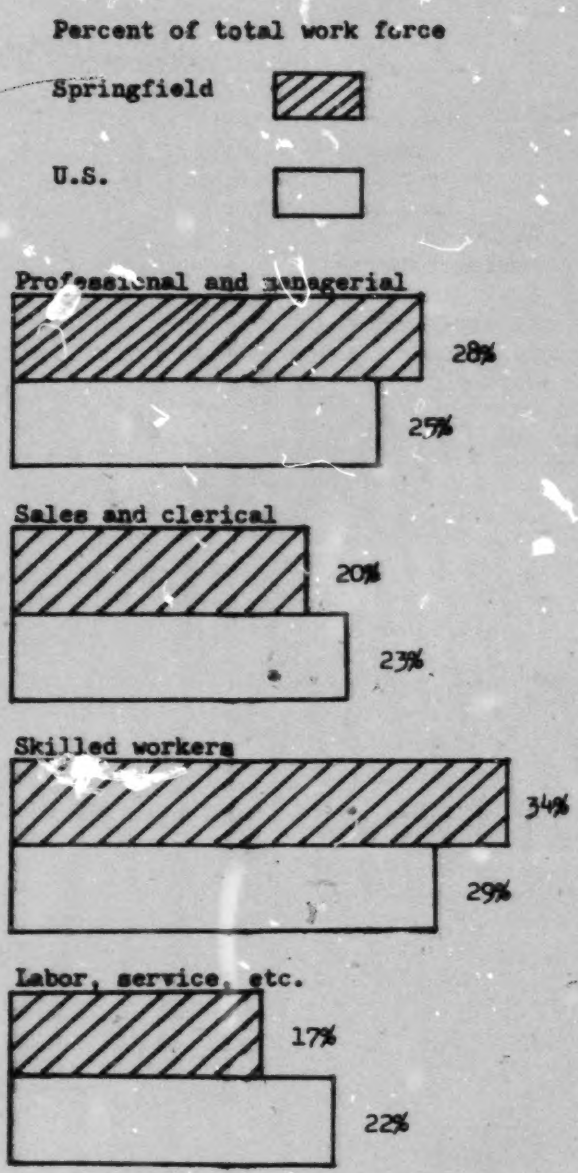
The percentages in Figure 5 indicate that the largest part of the work force, over a third, consists of skilled workers, who are the blue collar machine tool workers. This is followed by the professional and managerial workers, who comprise 28% of the labor force in Springfield. In both these areas Springfield has a larger percentage of workers than the U.S. work force, a fact attributable to the type of industry in Springfield.

A smaller part of the population is involved in sales and clerical work and labor and service jobs and Springfield has a smaller percentage of workers in these areas than are in the U.S. labor force.

Although libraries traditionally extend their services to a white-collar clientele, the Springfield population is more typically blue-collar and services and materials must be geared to this population.

Figure 6

Occupational characteristics



Employment Distribution

From the data in Figure 7 it is obvious that the machine tool industries in Springfield are the major employers. Forty-eight percent of the total work force is employed in manufacturing or 1,951 people out of a total of 4,095 employed.

The manufacturing industries thus wield great power and influence in the town as prosperity in these industries is vital to Springfield's economy. Unemployment in Springfield, in contrast to other cities in Vermont is low. According to statistics released in November 1975 by the Vermont Department of Employment Security, it is 6% in Springfield and 9.7% for the rest of the State.

Income

The median income of Springfield families is significantly higher than median incomes in Vermont, Windsor County and the U.S. (Figure 8). Library use studies indicate that more high income individuals than low income individuals are likely to be library users; therefore, it would be expected that the Springfield Town Library would have a high percentage of library users.

Figure 8

Income of Springfield families and unrelated individuals

		Cumulative
$50,000 or more	1%	1%
$25,000 - 49,999	2%	3%
$15,000 - 24,999	14%	17%
$8,000 - 14,999	51%	68%
$5,000 - 7,999	19%	87%
$5,000 or less	14%	100%

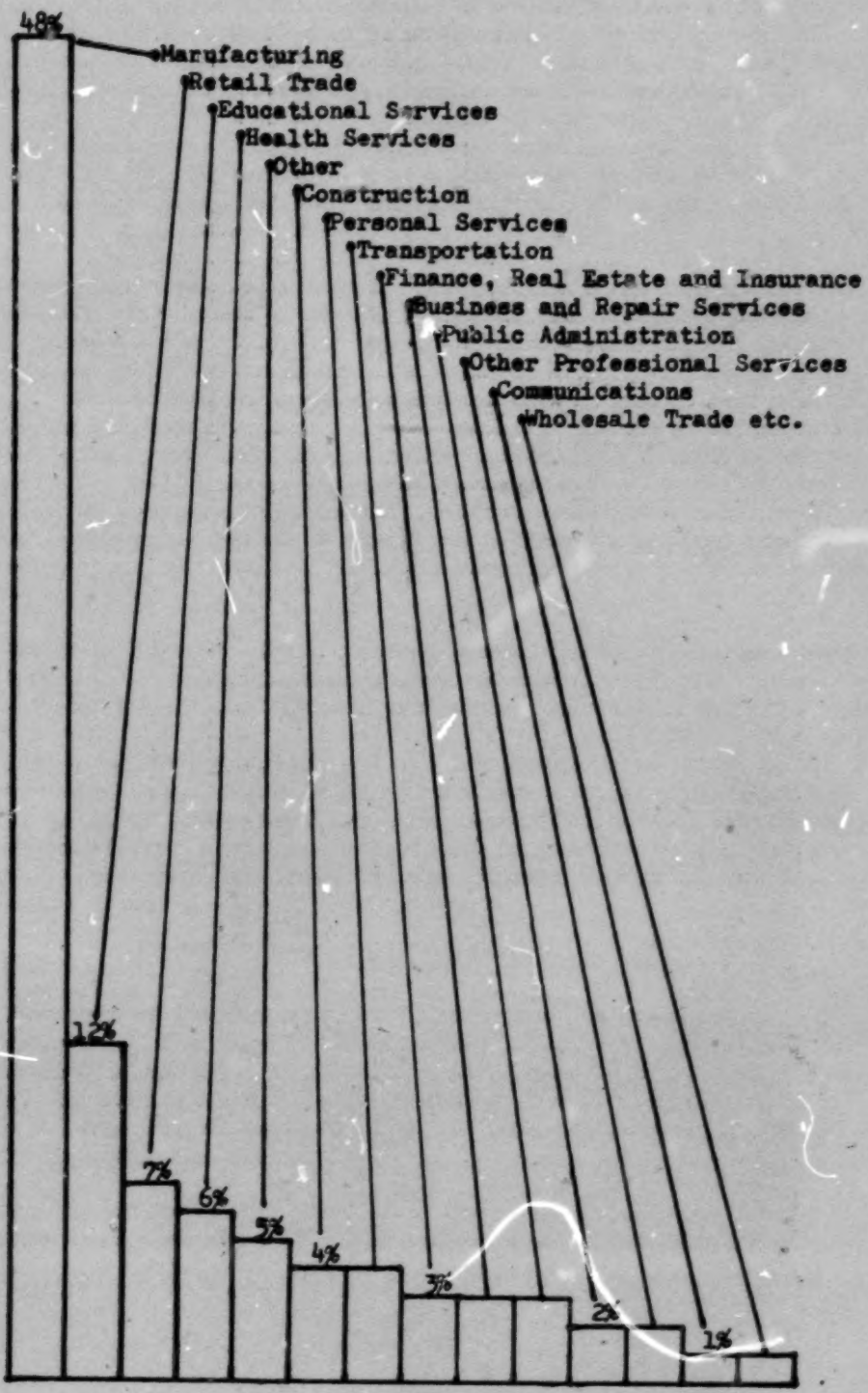
Median Income:

Springfield	Windsor County	Vermont	U.S.
$9,939	$9,322	$8,929	$9,590

Figure 7

Employment Distribution Among MAJOR OCCUPATIONAL GROUPS

Springfield (1970)



The Mass Media

Information sercices provided by a library are influenced by the mass media, which provide links with the world outside of a rural town like Springfield and generate the need for supplemental information on new ideas and issues. All librarians have observed that whenever an old movie is shown on television or in the local theaters, there are often requests for the book.

Newspapers which cover local news and are therefore read by Springfield residents include:

1. The Eagle-Times - Published Monday through Friday and Sunday in Claremont New Hampshire, it has an office in Springfield. It has a circulation of 12,000 and mostly covers news of the upper Connecticut valley, with some national and international news.

2. The Rutland Herald - Published seven days a week in Rutland, Vermont, it has an office in Springfield and a circulation of 20,000. It is one of Vermont's leading newspapers and has substantial front-page coverage of international and national news as well as news of Vermont, with more in-depth coverage of southern Vermont.

3. The Springfield Recorder - Billing itself as "Your ONLY Home Town - Home Edited Weekly Newspaper", it emphasizes coverage of the greater Springfield area, including the neighboring town of Chester.

4. The Shopper - This is published weekly in Bellows Falls, Vermont and is free to local postal patrons. It publicizes local events and is a medium for commercial establishments to announce their activities in a news format.

Local drug stores (Wheeler's and Liggett Rexall) sell the Boston Globe, Boston Herald-American, New York Times, Wall Street Journal, Burlington Free Press and the New York Daily News.

The town of Springfield has a cable television company because there would be no reception in most places without it. Stations received by people on the cable are from Mount Washington, NH (ABC); Burlington, VT (CBS); Boston, MA (NBC, ABC, CBS); Northfield, MA (NBC); Windsor, VT (PBS); Manchester, NH (ABC); Schenectady, NY (NBC) and Keene, NH (PBS). Additionally there is a local origination station which presently cablecasts only a clock, barometer, thermometer, and a few local announcements, with an FM radio station to fill the audio portion.

WCFR, a local AM and FM radio station in Springfield, broadcasts news, top 40's pop-rock, local sports events and occasionally political events. Its most noteworthy effort at airing public issues is a half-hour show each noon where people in the local news are interviewed. Sometimes state and federal officials appear on this show. By having one's radio hooked up to the cable, one can reach FM stations all over New

England and in parts of New York.

Government Agencies and Services

The municipal government in Springfield is run by five selected selectmen who set policy which is administered by a Town Manager. At the annual Town Meeting, held the first Tuesday in March, the voters adopt a budget, elect officers, authorize taxes, bond issues, and special appropriations, and enact any other Town business.

The departments of town government under the jurisdiction of the Town Manager include full-time police and fire departments, public works, library, parks and recreation, and in 1977 a municipal electric utility will go into operation.

Other functions performed by the municipal government include: collection of taxes and water bills, ambulance services, cemetery administration, and licensing dogs. An Environment and Planning Division enforces environmental and land use regulations; a Planning Analyst provides technical assistance to the Planning Commision and The Zoning Board of Adjustment, does selected transportation, capital, fiscal and land use planning and acts as a liaison with state and federal granting agencies. Water and sewer functions which are an independently funded utility, are also administered by the municipal government. A municipally financed hydroelectric generation facility will be built on the Black River and in operation in 1980 or 1981.

The Town Clerk's office records deeds, issues birth and death certificates, distributes food stamps as mandated by the Vermont legislature, and issues fishing and hunting licenses.

Public welfare programs are administered at the state level and there is a Department of Social Welfare office in Springfield as well as state employment and unemployment offices. An officer from the state motor vehicle department is present in Springfield seven or eight days per month issuing learner's permits and driver's licenses.

Churches

The town of Springfield has 10 churches and 4 religious organizations. St. Mary's Catholic Church has the largest membership estimated at 800 active families. Springfield is unusual in Vermont for having such a large Catholic church. Perhaps this is due to a large Polish population which came to the town in the 19th century as immigrant labor.

The United Methodist has 500 active members and the First Congregational Church has 350 active members. Other smaller denominations include the Advent Christian Church, the Assembly

of God Pentecostal Church, Calvary Baptist Church, Holy Trinity Russian Orthodox Church, North Springfield Baptist Church, St. Mark's Episcopal Church, and the Unitarian Universalist Church. Most of the churches have auxiliary groups of women or youths and these groups are involved in charitable projects, social activities, community service activities and educational activities. In recent years church activity has increased and one minister speculated that in times of political turmoil people tend to turn to the church to provide trusted leadership.

Religious organizations without buildings in Springfield include Christadelphian Ecclesia, Christian Meeting, Christian Science Society, and Church of Christ.

Educational Agencies

The Springfield school system is an independent system in a state which has many union school systems. It consists of five elementary schools (grades K-3), an intermediate school (grades 4-5), a junior high school and a senior high school. Enrollment in the school system was 2466 in the 1975-76 fiscal year and has been decreasing by about 30 students per year since 1970.

The high school and junior high school each have a library staffed by a professional librarian. The intermediate school has a library but in April 1976, its librarian was replaced by a teacher aide for budgetary reasons. The intermediate school also houses the media center for all the schools which is staffed by a professional. The elementary schools do not each have a library and teachers rely on the public library to build individual classroom collections.

The Community College of Vermont, a state-supported college-without-walls, has a branch office in Springfield and offers a wide variety of courses to high school graduates. It offers an associate degree in one of three areas: general studies, administrative services and human services. It operates on a philosophy of competency-based education which gives credit for proven skills and experiences as well as course credits. Many four-year colleges recognize the Community College degree as a 2-year degree and accept Community College of Vermont graduates as candidates for bachelor's degrees. In the Autumn, 1975 semester, 250-300 Springfield residents were enrolled in some 57 Community College courses. (See Figure 9).

The public library has worked with Community College for the past few years attempting to supply students with materials related to their courses and to make them aware of the library's resources. Each year Community College has given the library money with which to purchase those materials and resources.

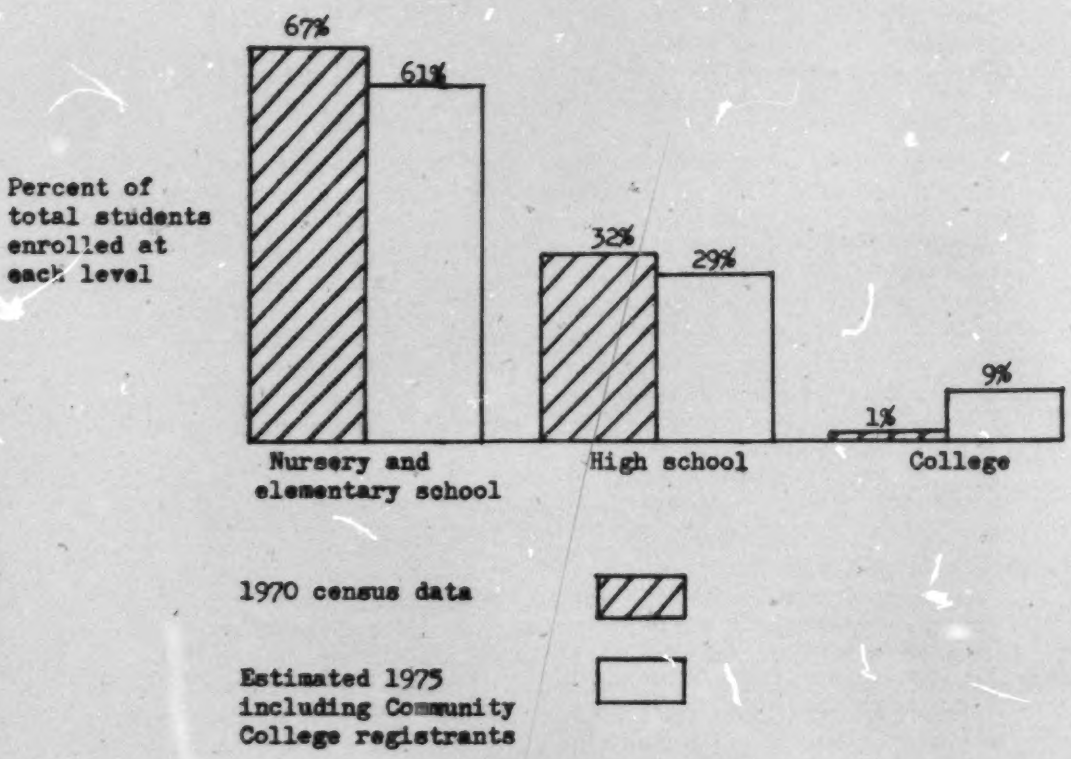
Other adult education offerings in the community include a program run by the school department. Courses in the Spring 1976

semester included woodworking, welding, typing, auto mechanics, and basic electrical wiring, involving 70 to 75 students.

Adult Basic Education is a state-funded agency in Springfield which reaches out to help adults acquire the necessary skills they may need for a high school equivalency diploma by means of home-tutorial services and classes held in the ABE office. It provides learning materials and services free of charge.

Figure 9

Student enrollment in Springfield



Organizations

Libraries believe that people who belong to community organizations are the people who not only use the public library but who also acknowledge its importance in the community. It is important for the library to recognize community leaders and work through them toward serving their members.

The Chamber of Commerce in Springfield publishes and updates

monthly a list of organizations in town with their executive officers. In February 1976, the library mailed out questionnaires (Appendix I) to 123 groups with a flyer about library services to groups. The 63 responses received indicated that the largest groups of organized citizens are church groups (17 responses). There is also a large number of service, or fraternal organizations followed by cultural goups such as the Community Players, Community Chorus and Community band, (Figure 10) but many of the people in these groups are in more than one.

The number of participants in religious groups is significaly high, particularly considering the very poor quality of the religious collection of materials in the library and consequently, the low usage it gets. If people in Springfield are spending a large amount of time working in church groups and attending church activities, the library must strive to meet informational, spiritual, and educational needs which must arise from these activities.

Figure 10

Responses to Organization Questionnaires

Type of organization	Number of responses
Religious	17
Cultural	10
Service groups	8
Parent-teacher groups	4
Recreation	3
Veterans groups	3
Youth groups (secular)	3
Civic groups	2
Miscellaneous	11
Total	63

Recreational Facilities

In a small town, many library users are borrowing materials for recreational use. It is beneficial for the library to know what other types of recreational services exist in a town to know how people spend their leisure time.

In Springfield the Department of Parks, Recreation and Leisure services coordinates leisure-time activities for the residents in the town. They operate out of a community center, an old converted factory building badly in need of renovation. The Community Center also houses a very active Senior Citizens group. Their services reach far beyond the walls of the building. Some of the sites of recreational activities supervised by the Recreation Department

include the Commons (baseball and ice skating), the school gymnasium, several playgrounds, a municipal ski tow, horseshoe park (set up for horseshoe pitching) and Riverside Park (swimming, tennis courts, baseball, football, basketball, track) as well as the community center (volleyball, bowling, ping pong, billiards, roller skating). Other types of activities sponsored by the Recreation Department include courses in arts, crafts, and other leisure-time skills.

Hartness Park and Bryant Forest are two unspoiled pieces of forest land willed to the town and under the supervision of the Recreation Department. No organized activities are sponsored but people may use the trails for hikes or cross-country skiing.

The Recreation Department also sponsors special events like day-long field trips to baseball games or imports events like the Springfield College Gymnastics Exhibition or a circus. Once or twice a year the Recreation Department coordinates a week long "festival" of events sponsored by different town groups ranging from school groups to adult service clubs and organizations.

The feeling of the Director of the Recreation Department was that adults are currently interested in "lifetime sports" or those activities that can be carried into the older years of their lives (e.g. tennis, golf, bowling, and softball). Springfield, although an industrial center, is remote from cultural centers so that athletic activities play an important role in filling leisure-time. He particularly emphasized the difficulty he has in getting volunteers to referee children's softball games, noting it is part of an increasing apathy on the part of parents towards participating in their children's activities.

Entertainment and Cultural Activities

The most common form of passive entertainment is unquestionably television. Movie goers have a choice of first-run movies and revivals of recent films at a movie theatre in Springfield, or theaters in nearby Bellows Falls or Claremont, NH. The Vermont Council on the Arts annually sponsors four popular cultural events in the Springfield High School auditorium, consisting of a performance of the Vermont Symphony Orchestra, an operetta and two other events. In 1975 the Vienna Boys Choir sang to a standing-room-only crowd.

The Springfield Community Players, an amateur theatrical organization, usually present two plays a year, each for about three performances. The high school senior class also produces a musical comedy once a year as well as other theatrical productions. Athletic events provide spectators with entertainment and are sponsored by the school or the Recreation Department.

The Springfield Art and Historical Society is housed in the Miller Arts Center, a house overlooking downtown Springfield bequeathed by Edward W. Miller to the town in 1956. It is open only during the week during working hours, which limits its availability to working people. Housed in the Miller Arts Center are permanent exhibitions of dolls manufactured in Springfield, Bennington pottery and American primitive portraits, as well as changing exhibits of local artists.

Stellafane, an astronomical observatory atop Breezy Hill Road in Springfield, plays host each summer to thousands of amateur telescope makers and astronomers for the annual convention of the Amateur Telescope Makers of America, whose base is in Springfield.

Commercial Characteristics

The main industry in Springfield is the machine tool industry. Bryant Grinder Corporation, Fellows Corporation, and Jones and Lamson are the "big three" supplemented by several smaller tool manufacturers.

Tool manufacturing is the bread and butter of the town, and surrounding towns are considered bedroom communities to Springfield. Springfield has been known as "the cradle of invention" and more recently as "Precision Valley" and has the largest concentration of precision manufacturing plants in the Eastern United States. The economy of the town is determined by the state of the machine shops, which frequently lags behind the economy of the United States by a few years.

The two main shopping areas in town are downtown Springfield and the shopping plaza which is ½ mile from downtown. The downtown area is badly in need of renewal and plans are being made to renovate it by rerouting traffic, urging merchants to renovate store fronts and planting trees and shrubbery.

The town boasts two banks and a savings and loan association, four motels, a movie theater, several restaurants and a full range of clothing, food, and other stores and services.

In addition, the second indoor shopping mall in Vermont is presently under construction in Springfield. It will be housed in a converted factory which is located on the same street as Jones and Lamson and Bryant's, the biggest machine tool plants in Springfield. Presently, the town is working to attract smaller retail merchants to Springfield to diversify industry and make Springfield a more interesting shopping area.

Transportation - Traffic patterns

The movement of people through the town is dramatically affected by the rugged topography. All but one road out of the downtown area go up steep hills which make walking, bicycling, and driving in snowy or icy conditions difficult for all but the hardiest souls.

Springfield has no public transportation with the exception of four taxicabs and Wheels, a publicly-funded set of vans and station wagons which will pick up elderly people at their homes, deliver them to certain shopping areas or downtown and return them to their homes. Other than these, residents are dependent on privately-owned vehicles within town. Vermont Transit Corporation has a station in downtown Springfield with buses going to all parts of Vermont with moderate frequency with Greyhound for points beyond. The Hartness State airport in Springfield is a Class 1 airport suitable for private and commercial planes. Scheduled commercial air service is provided at two regional airports within an area of fifty miles.

The only area in Springfield which becomes congested with traffic is the downtown area, and frequently at noontime and from 3:00 to 4:30 PM people will seek alternate routes to Main Street to avoid traffic. For the last year-and-a-half, a transportation planner for the Regional Planning Commission has been doing an analysis of transportation for the urban area of Springfield. The outcome of his analysis will be the town's application for funding for urban systems improvements. His suggestions include clearing up the bottleneck of the town square by reducing the number of approaches to it. The library is located a few buildings from the square and any improvements in traffic patterns and the parking situation probably would encourage library attendance, at least during working hours.

Parking is a problem in downtown Springfield or is not a problem, depending upon whom one talks to. Merchants claim that there are not enough spaces for employees who work downtown and that employees prevail over shoppers for the existing spots in the morning, so shoppers are forced to park at a great distance and may choose not to patronize downtown stores. Municipal authorities say that adequate spaces exist, and that downtown employees must exercise more self-control by parking at all-day meters on back streets and leave Main Street spaces to shoppers.

CHAPTER IV

LIBRARY ORGANIZATION AND RESOURCES

Beginnings

Springfield's present library began in 1819 as a library society (the Springfield Central Library) and was comprised of a handful of prominent Springfield men. The collection was housed in the law office of one of the men who was also the first librarian. Through the 19th century the collection grew and was moved to different locations. In 1870 the State legislature passed an act which enabled the trustees of the Springfield Wesleyan Seminary to pay the Town of Springfield one half of the proceeds of the sale of the Seminary; these proceeds were to benefit a public library. The Springfield Central Library and an Agricultural Library Association merged their collections and donated them and their funds to the new public library. This new library inherited $2,583.68 in trust from the Seminary; only the income was to be used. At the 1871 town meeting the town voted to accept these trust funds and also to pay annually $200 towards the support of the library. The present building was built in 1895 from funds bequeathed by Henry Spafford. Successive additions were built in 1928 (stack area), 1939 (reference room), and renovation in 1967 (children's room), also with funds from bequests.

Governance

The Springfield Town Library, as a free public library, began in 1870 when the Springfield Wesleyan Seminary entrusted part of the proceeds of its sale to the trustees of the library. The board consisted of five members; an opening in one of the first three positions was to be filled by an election by the remaining board and an opening in one of the other two positions was to be filled by an appointment of the Springfield Board of Civil Authority. The trustees had complete control over the governance of the library but as the years passed the size of the annual appropriation requested of the town grew to cover the cost of building additions, improvements, and maintenance; as the town's financial support grew, the importance of the library's endowment decreased. By 1974 the town appropriation accounted for 85% of the library's budget.

In 1975 the library trustees voted to transfer the assets of the library to the town, which in effect, made the library a department of the town. At the 1975 town meeting the town voted to accept this transfer which became effective January 1, 1976. A stipulation of the transfer was that there be a new, five-member board of trustees elected by the people at the 1976 town meeting; thereafter the board would rotate with one member elected each year for a five year period.

Library Finances

	1971	1974	1975	1976
Personnel (Including Blue-Cross/ Blue-Shield, FICA, & Pension	$30,000	43,562	57,103	58,213*
Materials	11,100	12,250	12,650	15,250
Operating expenses	10,445	11,643	13,045	13,920**
Total	$51,545	67,455	82,790	87,384

* Personnel figure does not include FICA, Blue-Cross/Blue-Shield, Pension and Insurance which are in the Town's Administration budget.

** 1976 Operating expenses do not include fuel, electricity, water, and building maintenance which are in the Town's Public Works budget.

As of January 1, 1976 the financial picture of the Springfield Town Library is a hopeful one, limited only by the limits of the physical structure of the library. The incorporation of the Library into the Town government structure has affected the processes of budget preparation, its presentation and its acceptance by the townspeople.

a. Personnel. Library personnel are now under the town's pay classification plan. In 1975 two people from the U. S. Civil Service Commission evaluated the jobs being done by library personnel and made recommendations for placement in the pay plan of the town. Therefore, personnel are being paid according to skills; and cost-of-living and merit increases will be determined uniformly throughout the Town's personnel system.

While more personnel may be desirable, or new services which require the skills of more and better qualified personnel, adding any additional people to an already overcrowded staff situation is out of the question. Therefore, for the existing building, the size of the staff and their salaries seem adequate.

b. Materials. The materials budget of the library in 1976 is $15,250. Included in this figure is $12,000 for books, $2600 for periodicals and $650 for nonprint software. It is recommended in Interim Standards that 5% of the book collection be replaced annually. Recognizing that much of the library's 40,000 volume collection is dead wood, 2000 volumes must be purchased annually. If 55% of the book budget is supposed to go for adult titles, 30% for juvenile and 15% for young adult, at current book prices (Publisher's Weekly, February 9, 1976) after discount, the following breakdown is suggested:

55% adult:	fiction	366 volumes x 5.48/volume	$2005.68
	Non-fiction	734 volumes x 10.68/volume	7839.12
30% juvenile		600 volumes x 5.23/volume	3138.00
15% Young adult		300 volumes x 8.08/volume	2424.00
			$15406.68

Since the size of the collection is inflated, and after weeding will be reduced, the $12,000 book budget is adequate.

Interim Standards recommends that a library the size of Springfield's subscribe to 75-100 periodicals. The library actually subscribes to 131 titles including 10 newspapers. Space for periodicals is severly limited.

c. Income. The great portion of the income of the library is tax support by the Town of Springfield. With the incorporation of the library into the town government control of the library's private trust funds for $80,000 mostly unrestricted went into the hands of the Trustees of Public Funds with the stipulation that the income from them be used only for library operating expenses and that the principle be used only for library capital expenses. The income from the trust funds, gifts, fines, and fees is expected to account for 11% of the library's income, the remaining 89% to come from the Town.

Personnel Resources

According to American Library Association Interim Standards, for Public Libraries a library serving a population the size of Springfield should have a staff of 6 to 11 full-time employees, not including maintenance or janitorial service. The Standards break this down as follows:

Professionals (five year library degree from accredited library school):

1 with experience
or
1 with experience and
1 not necessarily with experience

College graduates (four years college with some library courses):

1 to 2

Library Assistants (two years college plus some library training or experience):

2 to 3

Clerical (High school graduate plus business training or experience):

1 to 2

Pages (Some high school)

1 to 2

This is a total of 6 - 11 full time equivalent positions.

The Springfield Library has the following personnel:

Library Director - Professional librarian with library degree from accredited library school with experience.

Assistant Librarian - Has high school diploma and Certificate in Public Library techniques from the University of New Hampshire, a three week full-time course attended for four summers.

Children's Librarian - Has same educational qualifications as assistant librarian.

Library Technician - Has two years of college plus library experience.

Library aides (2 part-time) - One has a four year college degree and one has college equivalency credits totaling almost 2 years.

Clerical - 1 full-time with a high school diploma and
1 part-time high school student

Pages - Four part-time high school students

The total is the equivalent of 7½ full-time staff members, which falls in the lower end of the 6 - 11 positions recommended in the Interim Standards. Although new services could be provided by additional staff positions, the library cannot physically accommodate another staff person. Upgrading of the academic qualifications of the present staff positions is a high priority in improving personnel resources if the library is to approach the standards set out by the American Library Association.

Relationship of the Vermont Department of Libraries to Springfield Town Library

The Vermont Department of Libraries plays an important part in the functioning of public libraries in the State and an understanding of this role is essential when analyzing any individual library. Vermont is small, largely rural, and has a number of libraries, which vary in size from the 500,000 volume collection in the Bailey Library at the University of Vermont to numerous public libraries which are too poorly supported to be open more than several hours a week.

In order to utilize limited library resources in Vermont to the fullest, cooperation is essential. The Department of Libraries serves as the coordinator in an interlibrary loan network which links all libraries: large and small, public and private, and special and college. A reference librarian at the University of Vermont is employed by the Department which means virtually that every Vermonter not only has access to the library materials within the State, but also has the expertise of a professional librarian in the largest reference collection in the State available to him.

The State is divided into five regions each served by a Regional Library. In addition to its role in relaying interlibrary loan requests by telephone, each regional staff maintains a collection of 50,000 volumes, and the regional librarian, a competent professional, is available for consultation.

Springfield Town Library is among the larger public libraries in the state and one of the better supported; hence, the reliance on regional resources is not as great. However, the availability of lesser-used materials on interlibrary loan is of inestimable value to Springfield; in 1974, Springfield Town Library borrowed 380 items from other libraries. The professional advice which can be received from the regional staff and special consultants is also invaluable.

Vermont Union Catalog

A union catalog of monographs begun under the WorksProgress Administration is maintained in Department of Libraries headquarters in Montpelier. Many libraries in the State contribute and those participating indicate their willingness to lend on interlibrary loan. A number of private colleges (Middlebury, Norwich, Goddard, Trinity) contribute to the Union Catalog and the holdings complement the holdings of the public libraries.

Materials and services available through the Department of Libraries

Materials for the handicapped, both books, tapes, and talking books, are available through the Special Services Unit whose librarian keeps in close contact with institutions and the handicapped within the State. Collections of large print books are available to libraries for their visually handicapped users. Films may be borrowed by libraries at no charge from the Audio-Visual Unit, which maintains a limited collection in cooperation with Maine and New Hampshire. The children's Book Exhibit Center consists of a core collection as well as a current sampling from publishers. Each of the aforementioned units is staffed by a competent consultant who is ready to assist the public librarian when their expertise is needed.

Workshops

A number of workshops are offered to public librarians and participation assures them of certification (see Standards attached); although professional librarians are not required to attend, the content is often vital to the effective operation of the library. Recent workshops in which the Springfield Town Library staff members have participated in are: Children's book selection meetings which are conducted four times annually by the Children's Consultant; a Story Telling Workshop; and a course in how to prepare effective grant proposals.

Grants and Minimum Standards

Grants given to public libraries by the Department of Libraries are largely based on the ability of the library to meet the standards. The availability of funds varies each year but in the past, grants have been for innovative projects and for matching construction funds. Springfield meets all the Step II minimum standards but this certification cannot be used as a serious measure of the performance of the library: Springfield Town Library should strive to meet higher standards. (see Appendix II).

Materials Collection

The collection of materials a public library owns must be appropriate to the needs of the individuals in the community, must be current and must be large enough to provide access to each type of material within a reasonable time period as needed. When judging an existing collection, quantities of materials, the age of the materials, the degree of use of the materials, or frequency of circulation, all help to measure how effective the collection is.

According to American Library Association Interim Standards, a town the size of Springfield should own 2 volumes per capita or about 22,000 volumes, a volume being either a book or a phonograph record. As of January 1, 1976, the Springfield Library owned 39,919 books and 893 phonograph records. While this seems like a more than adequate collection quantitatively, a look at the age of some of those books and their activity is a more revealing indicator of the effectiveness of the collection.

A library rule of thumb is that 20% of a collection should consist of classics, or permanent fixtures in a library. Eighty per cent of the collection should be materials of current interest; to maintain the currency of a collection, each year an average 5% of the collection should be withdrawn. If this were done, there would be a complete turnover of the 80% current interest materials every 16 years.

In a sample taken from the shelf list of the Springfield Library in November 1975, a full 50% of materials had an imprint date of 1959 or earlier (see figure 11). This immediately indicates that extensive weeding needs to be performed on the collection. A full 30%, or about one book in three, had not circulated since 1972 (see Figure 11). Ten percent had not circulated since 1964. Apparently, many of the old books are not circulating and are not justifying the space they are taking on the shelf. Old and unattractive books also tend to detract from the newer books which are on the shelf and perhaps even lessen their likelihood of circulating.

Seven percent of the books from the shelf list sample taken were missing. (The book was not on the shelf and could not be accounted for through the circulation file.) This indicates that an inventory should be undertaken. Inventory of a section of the library is usually

Figure 11

Shelf list sample

How old are the books in the collection?

Imprint date	% of sample (n=369)*	Cumulative % of sample
pre 1940	17	17
1940-44	7	24
1945-49	3	27
1950-54	10	37
1955-59	13	50
1960-64	12	62
1965-69	18	80
1970	3	83
1971	4	87
1972	3	90
1973	5	95
1974	3	98
1975	2	100

How active a collection is it?
How used are the books on the shelf?

Last date circulated	% of sample (n=344)*	Cumulative % of sample
1964 or before	10	10
1965	0	10
1966	2	12
1967	3	15
1968	3	18
1969	1	19
1970	3	22
1971	4	26
1972	4	30
1973	6	36
1974	15	51
1975	45	96
Non-circulating books	3	99

*Discrepancies in the samples are missing books, i.e., those not on the shelf and not in the circulation file. Some books did not have imprint dates.

performed during the summer months when student help is available.

About 5% of the materials sample were in circulation. Thirty percent were in the juvenile collection which is only slightly below the 1/3 recommended in the Interim Standards.

Each month the library leases 40 books through the McNaughton book lease plan. These books are mostly duplicates of very popular, current titles and 40 volumes are returned each month to keep a constant inventory. In addition, patrons of the Springfield Library have access to all the books in the public and academic libraries of the state through the Interlibrary Loan network maintained by the Vermont Department of Libraries.

Besides its circulating collection, the Springfield Library maintains a collection of Vermontiana, materials of local interest and of value, or likely to be of historical value in the future. This collection was catalogued by a professional librarian and takes up one stack which is open for want of a locked area.

The library subscribes to 131 periodicals. The collection is divided between the reading room and the reference room, for want of a single area large enough to house it and patrons are sometimes unaware that there is a second section of periodicals despite signs informing them of this. For similar reasons, the record collection is divided between the reading room and reference room.

The library's collection needs extensive weeding so that 80% of the collection consists of actively used materials. An inventory is needed so the card catalogue will accurately reflect the library's holdings. The use of the periodical and record collection suffers from their being divided between the reading room and reference room which is the consequence of a shortage of space in the library.

Facilities (see Figure 12)

The building which presently houses the Springfield Town Library is homey, inviting, and charming. The main browsing and circulation desk areas are graced with a brick fireplace and oak mantle with elaborate carvings. The ceiling abounds with oak decorative molding and a graceful oak arch leads to the stack area. Decorative molded plaster work on the ceiling is the type whose expense few municipalities could justify today. Indeed, all the costs of the Springfield Library came from bequests. Only the land under the Reference Room addition was donated by the town.

Although the patrons of the library love the building, functionally it is a nightmare. Elderly citizens, of whom there are many in Springfield, must climb eleven steps to enter the adult library. The main level is well above street level and the facade has too few windows, so people must crane their necks and strain their eyes to see exactly what is going on inside. To the person who is the traditional non-user, its facade is intimidating.

The library's space problem is legend. Although there are enough shelves for the books and there would be no crowding if the stacks were properly weeded, the stacks are too tall (8 feet) and too close together, the aisle between one pair of stacks being 21 inches. Myller's recommendation for the distance between stacks is 4 feet 6 inches. The stacks also must be reinforced with aluminum strips because several years ago they began sagging dangerously from weight and age.

While reader space appears adequate, it is poorly distributed. There are not enough comfortable browsing areas in proportion to the amount of space used for adult study and the children's area. Non-public work space is wholly inadequate. It seems that every time a staff member gets up, someone else has to get out of her way to make space for her to pass.

Other kinds of space are virtually nonexistent. There are no meeting rooms, separate exhibit areas, nor is there storage space for maintenance equipment, janitor's supplies nor a sink for the janitor. There is no delivery area. The only indoor access between the two levels is a spiral staircase which makes movement of materials, equipment, and people dangerous. The adult area is upstairs and the only public toilets are downstairs.

More and better-planned space is apparently needed if the library is to continue meeting an ever-increasing demand for service.

Figure 12

Space* (for 10,000 population)

	Books (floor space in square feet	Readers - square feet	Staff - square feet	Miscellaneous	Total
Interim Standards	2500	1200	1000	1800	
Wheeler - American Public Library Building	-	1400	-	-	4900-7800 (by addition)
Wheeler - Practical administration of Public Libraries	3000	1200	1225	-	7000-8400 (formula graphs)
Actual in Springfield Town Library	950 plus stacks lining Reference Room and Juvenile room	1349.9 adult 1152 juvenile	796.2	494.9	4743

* Adapted from Myller. Design of the small public library, page 21.

CHAPTER V

SERVICES

Hours of Service

During the months from September to June the Springfield Town Library is open 56 hours a week opening at 10 AM and closing at 8 PM from Monday to Thursday and at 5 PM Friday and Saturday; the Children's room closes at 6 PM on Monday and Tuesday. During July and August hours for adults and juveniles are identical: the library opens at 10 AM closing at 6 PM on Monday and Tuesday, at 8 PM on Wednesday and Thursday, and at 5 PM on Friday. Interim Standards specify that a library serving a population of 10,000 - 24,999 should be open 45 to 60 hours per week, so the 56 hour figure is adequate. What is not apparent is that certain segments of the population are being better served than others. Workers, who comprise 43% of the town and pay most of the taxes which support the library, must fit their library visits in on Saturdays, or after dinner but before 8 PM weeknights. Although some blue collar workers in the machine tool shops leave work at 3:30 PM, most of them and the white collar workers leave work closer to 5 PM. When they might have use for library services, namely Sundays, late evenings, and holidays, the library is not open. At present the majority of users are housewives, the elderly, and the unemployed. The library might consider serving the full-time employed segment of the population better by opening Sundays and being open later weeknights.

Circulation

On December 21, 1975 a sample of 397 items was taken from the circulation files of the Springfield library to get a picture of what kind of people are borrowing materials from the library. The borrower's number was noted and then looked up in the registration file for the person's name (to determine sex), address (to determine distance from the library) and whether they are juvenile or adult.

Of the sample taken, 22% of the items had been taken out by people whose name had come up somewhere else in the sample. If this can be projected to the population at large, it means that of the approximate 2779 items out of the library on that date they were actually in the homes of only 2167 different people. This indicates the Library has a core of very devoted followers who have in their possession many items at any given time.

Seventy per cent of borrowers were adult, 30% juvenile (8th grade or below). In recent years, increases in juvenile circulation have not kept pace with increases in adult circulation and one possible reason for this is that recently school libraries have improved in quality and scope.

Of the sample, 68% of the borrowers were female, as traditionally library borrowers are predominantly women.

When borrower's addresses were plotted on a map, 53% lived within a one mile radius of the library; people who have to travel the shortest distance are most likely to use the library. Seventeen per cent of users live in municipalities other than Springfield. (The library gives free cards to all residents of Vermont or people who may live across the river in New Hampshire but work in Springfield.)

The library must strive to broaden its base of users if it is to justify collecting taxes for its operation and maintenance. It must particularly strive to meet men's needs better.

Looking at Figures 1a., b & c can help determine what times of year the library is circulating the most materials and whether the activity is occurring in the adult or juvenile sections of the library.

The summer months appear to be the busiest, but this is almost entirely accounted for by juvenile circulation. It is during these months that the school's libraries are closed, the children have more leisure time, and the library conducts its summer reading program.

The two busiest times in the adult library are March and October, which are traditionally the dreariest months in Vermont, when the snow is melting or has not yet begun to fall. They are the months when people are preparing for the oncoming winter or summer and use library materials as a recreational diversion or an educational tool.

Since seasonal cycles of library use can be predicted, programs and projects can be designed to either take advantage of users' leisure time or take advantage of quieter times in the library to plan and prepare for future programs.

Registration

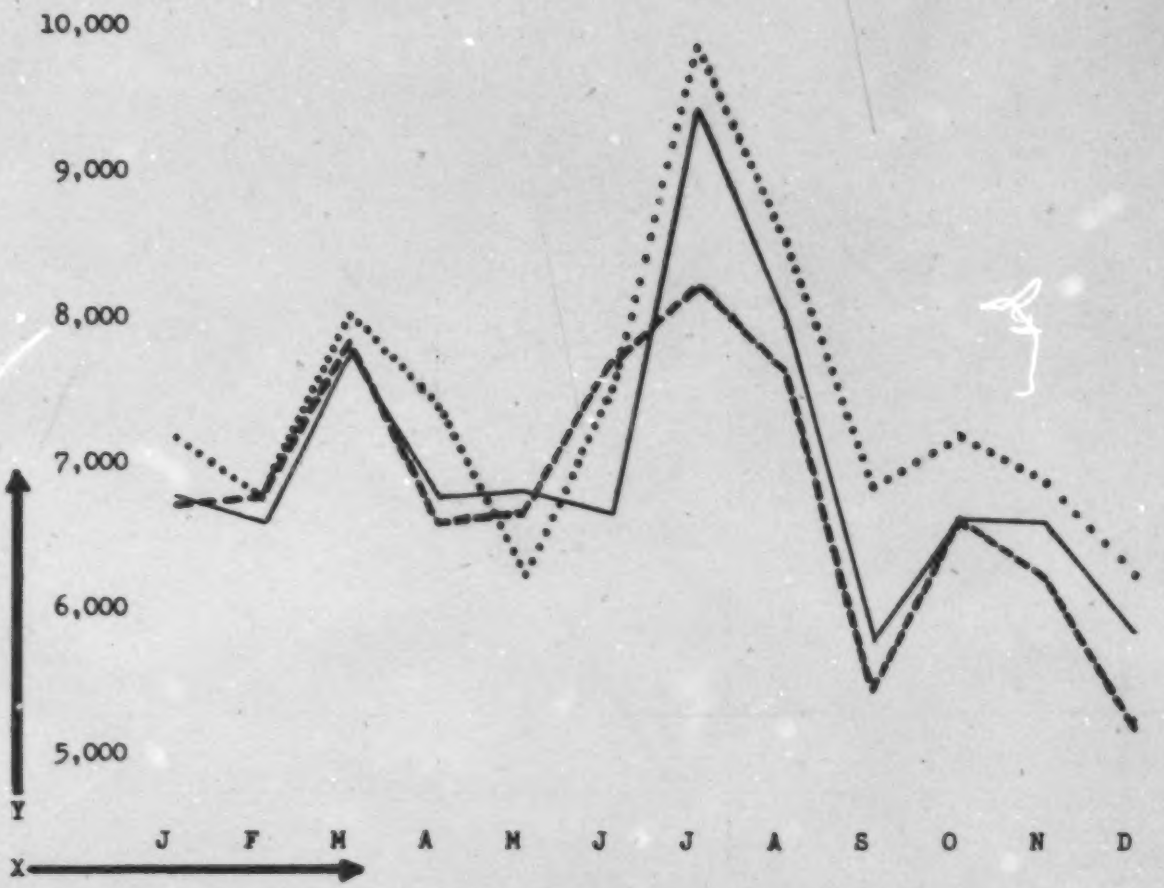
In November, 1975 a sample of 399 names was taken from the library's registration file to gain information about the people who register to use the library. At the time the library had a total registration of 5,796, or approximately 54% of the town's population. This information is slightly deceptive since the registration file contains cards from non-residents of Springfield and until recently there has been no system of weeding cards of deceased or borrowers who no longer live in the area.

Sixty-two per cent of registered borrowers are female, 38% male. Seventy-two per cent are adult, 28% juvenile, i.e. 8th grade or below.

The fact that a large majority of registrants and borrowers are female hides the fact that women frequently borrow materials for their families. The use of Library resources by these borrowers, who may never set foot in the library but do use its services, cannot be accurately measured.

Figure 13a

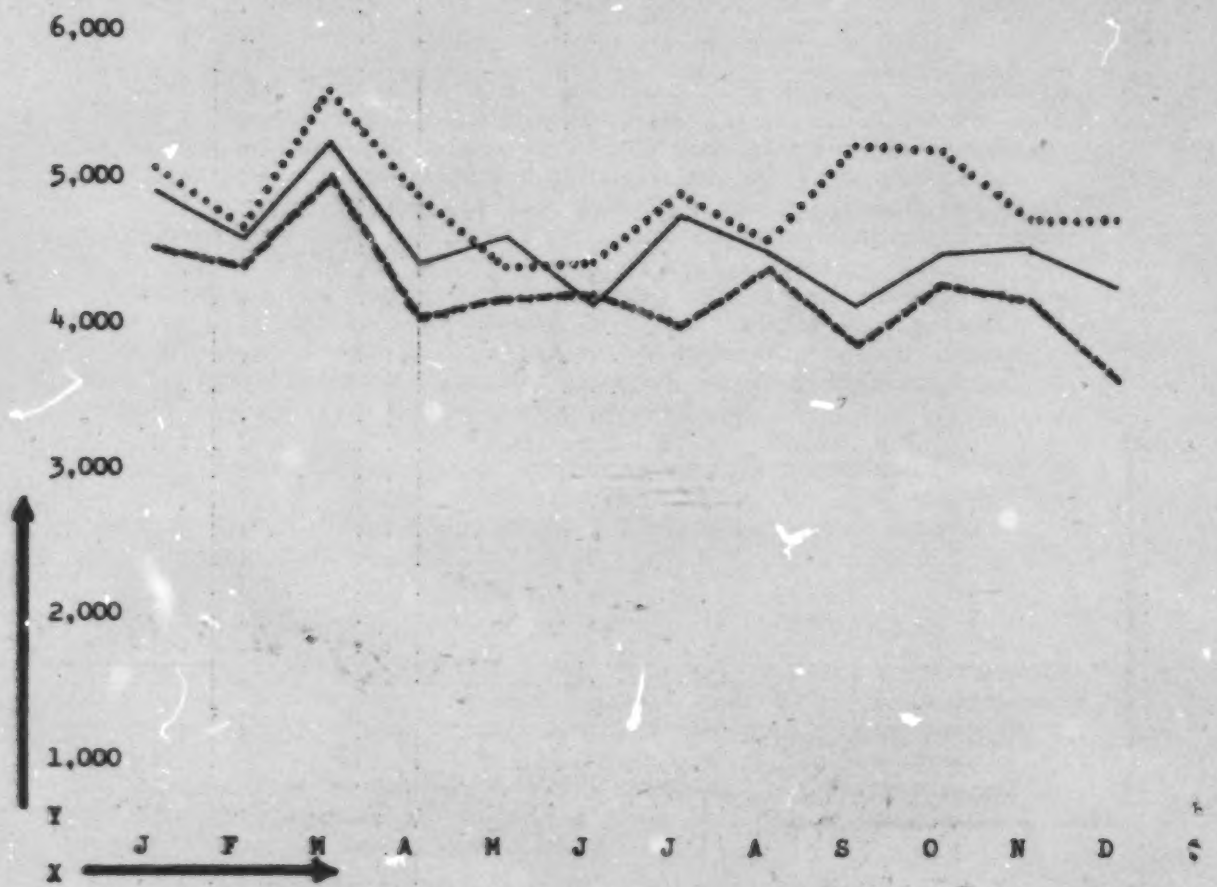
TOTAL CIRCULATION over a three year period 1973-75



X axis = months of the year
Y axis = number of materials circulated
1973 - - - - - - -
1974 ————————
1975 ....

Figure 13b

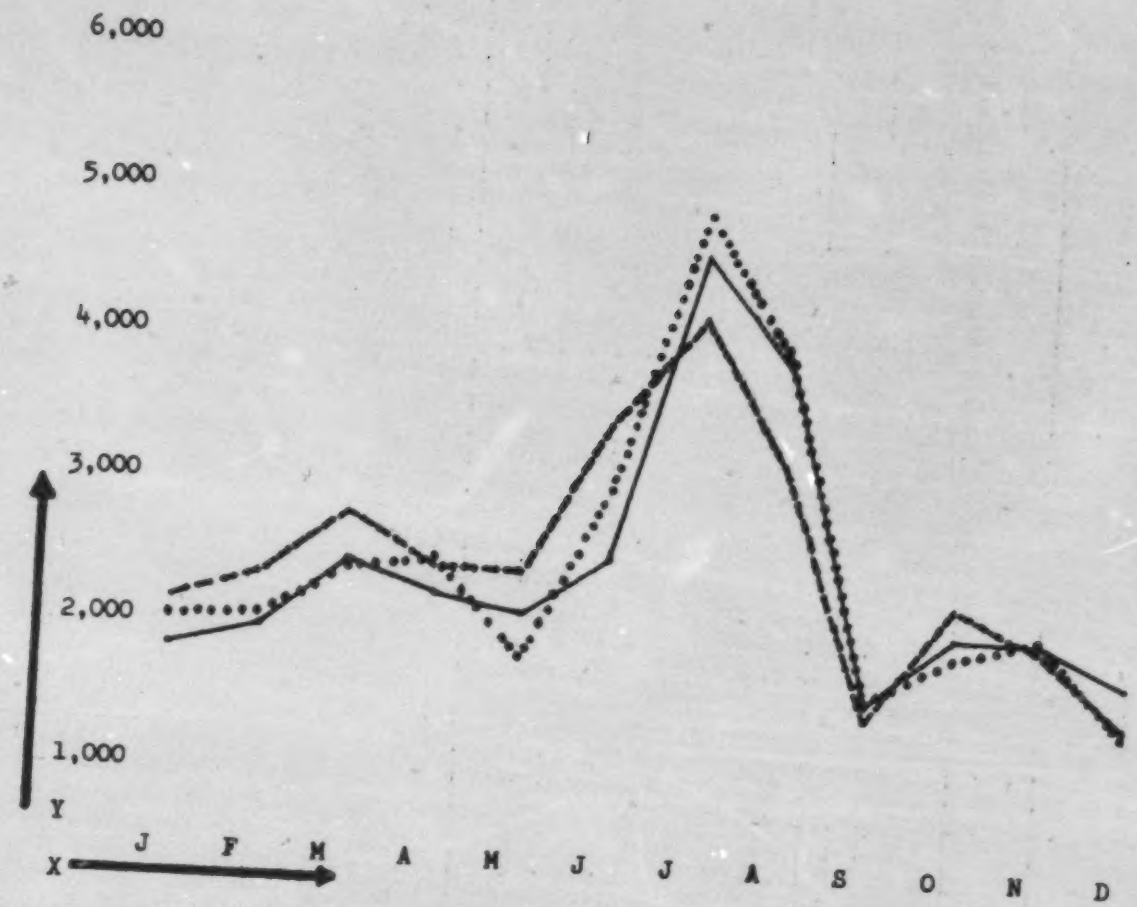
ADULT CIRCULATION over a three year period 1973-75



X axis = months of the year
Y axis = number of materials circulated
1973 - - - - - - - -
1974 ————————
1975 ....

Figure 13c

JUVENILE CIRCULATION over a three year period 1973-75



X axis = months of the year
Y axis = number of materials circulated
1973 - - - - - -
1974 ———
1975 ....

Reference Services

The Interim Sandards for Small Public Libraries state that: "the local community library should have materials which furnish the information most frequently requested on a wide range of topics, and should have personnel able to locate facts in these resources."

Because of the efforts of Mrs. Mary Barter, librarian from 1967-1972, a fine reference collection of books located in a comfortable, well-lit reference room provides answers to many of the information requests from the library's public. Especially during term-paper season, the room is filled with students using the collection. A recent project is cataloguing all of the reference books and seeing that the card catalogue indicates that these books are to be found in the reference room.

The entire "public service" staff answers reference questions. The public seldom distinguishes among head librarian, assistant librarian, and along the hierarchy. Everyone on the public service staff has some college education but only one part-time person has a college degree, besides the head librarian who has a masters degree. The person most responsible for reference is the assistant librarian, who by virtue of her 21 years of service to the library knows the collection and community resources inside out. Staff members unable to locate information refer questions to her, and if she is unable to answer them, the head librarian is the reference person of last resort. After the head librarian gives up, the interlibrary loan system is called upon if the patron so desires.

The Vermont Department of Libraries employs a person based at the University of Vermont library in Burlington, who will answer questions from libraries throughout the state using that school's fine reference collection.

Services to Groups

Interim Standards for Small Public Libraries recommends that libraries have access to complete, current information about community groups and that services be provided to these groups, e.g. program-planning assistance, providing bibliographies, films and speakers at programs from the library trustees or staff. It further suggests that libraries sponsor or co-sponsor group activities which will promote the use of library materials.

While certain services to groups are provided by the Springfield library, this is the area which most needs a staff person to supervise and coordinate them.

The library has monthly film programs for adults in the evening and semimonthly during the summer. The films are borrowed free from the Vermont Department of Libraries costing only the postage to mail them. While the films are excellent and usually in good condition, there are a limited number of them which will draw people from their

homes on a weeknight. Many of them are short, educational films. While the local movie theater has film revivals, they are usually films from the last five years. Screening film classics is becoming a recognized service of public libraries, so the 1976 library budget includes money for film rental. In addition to the adult film program, pre-school films are shown on Friday mornings and during the summer, weekly afternoon film programs are held for older children. Saturday afternoon film programming for children is also being attempted.

Occasionally the librarian will be asked to give talks at meetings of groups. These talks are usually on services of the library and provide a good method for promoting these services.

Groups are encouraged to advertise their activities or display their products in the library's locked cases, which are usually reserved months in advance. They are also encouraged to borrow the library's 16mm film projector, slide projector and cassette recorders.

Whenever an opportunity presents itself, special events are sometimes held in the library like a speaker with a slide-tape show for adults, high school musicians, a local troubadour providing entertainment for the children, or a locally produced puppet show. During the summer the children's librarian conducts a summer reading program whereby children are awarded certificates at the end of the summer based on the number of books they have read during the summer. A special film is usually rented for the certificate ceremony and all children are invited.

Services to the elderly include a limited book delivery system to shut-ins and the provision of large print books in the library. People with a visual handicap are referred to the federally funded Talking Books program which is administered in the State by the Special Services Unit of the Department of Libraries.

Eleven steps between the street and the library prevent the elderly and handicapped from fully utilizing services within the building. Street level access to the library is needed and has been a topic of discussion at selectman's meetings and in the press on more than one occasion. In Springfield, 11% of the population is 65 years of age or older, while the national average is 9.9% so a special effort must be made to remove architectural barriers for them.

A special service to groups is training them to use the library's ½" videotape equipment. Ninety-minute workshops are given by the librarian for anyone who wishes to borrow the equipment.

Services to groups, which are usually well-received are limited by the staff available to provide them, which in turn is limited by the physical space in the building.

Technical Services

Although few library users are aware of it, much of the work and staff time that goes into providing library service is spent on processing the materials to make them ready to put on the shelf. Ordering, checking in, cataloging and classification, duplication of catalogue cards, typing, pasting on book pockets and putting plastic jackets on the books and records are among the technical services a library must provide so their materials may be found through the card catalogue, protected from hard use and so the library may keep track of what it owns and where it is.

The Springfield library has one full-time staff member responsible for the cataloging and classification of adult books which do not arrive processed, and for all phonograph records. Books are ordered fully processed from a book jobber, Baker & Taylor, at the cost of $.79 per volume. This accounts for about two thirds of current acquisitions. Forty books a month are rented from the McNaughton book lease plan and all of these books are fully catalogued and processed.

The one third of the books which do not come processed, and the phonograph records are handled in the following manner: the library technician catalogues them using abridged Dewey decimal system and Sears List of Subject Headings. A part-time clerk-typist types a master catalogue card which is duplicated commercially. The typist also does any physical processing of phonograph records.

The library strives to have as much processing done commercially as possible, because nonpublic work space is very limited, as is staff time. According to Interim Standards for Small Public Libraries and also Vermont State Library Standards the present staff should have a nonpublic work area of 150 square feet for each full-time staff member, or 1125 square feet. Including the space behind the circulation desk, the library has a total 796 square feet in nonpublic work space. Clerical tasks are frequently performed in the reference room and permanent part-time staff must share desks. The only nonpublic table space which could be used for book processing is on the lower level and therefore logistically impractical to use since a steep, spiral staircase is the only inside access between the two levels. Carrying books up and down these stairs is dangerous. Therefore, processing is usually done in the reference room or else the part-time staff plays "musical chairs" using any desk unoccupied at the moment they need it, often displacing another staff person.

There is little backlog in technical services since most of the books come processed. Now that a full-time typist has been added to the staff the cataloguer does not spend time on typing and processing. The library has no need for additional technical services staff but a crying need for work space.

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Appendix I. Questionnaire Sent to Organizations

SPRINGFIELD TOWN LIBRARY

SPRINGFIELD, VERMONT 05156 · (802) 885-3108

February 18, 1976

Dear Executive:

The Springfield Library is presently engaged in a research project and we need your help. One of the goals of the project is to collect as much data as possible about the community of Springfield. Most community leaders will receive this letter.

Please take a few moments now to complete the enclosed questionnaire about any community group or groups of which you are a member. Then kindly return the questionnaire to me at the library in the enclosed preaddressed envelope.

I am also enclosing a flyer about the services the library can presently provide to your group. If you have any questions or comments, please do not hesitate to write or call me at the library. I will be most happy to discuss this matter with you.

Thank you in advance for your cooperation.

Helen Lowenthal
Library Director

HL/dl
encl.

1. Name of Organization:

2. Approximate Number of Members:

3. General Meeting Schedule:

   Usual duration of meeting:

   Where do you hold meetings?

4. Special events staged by organization:

   a. Types of events (e.g.: cultural, fund raising, entertainment, education, religious, political, etc.):

   b. Brief description:

   c. Frequency (e.g.: annual? Monthly?)

   d. Target audience:

   e. Anticipated attendance:

   f. Fee charged:

5. Indication of need for meeting room facilities. Would your organization anticipate requesting use of meeting room facilities in the library? If so, would this be for regular meeting or special events (please be as specific as possible)?

ASS I STANDARDS

(1974 Revision, adopted by the Vermont Board of Libraries, December 3, 1974)

he library
. is open for service at least 12 hours a week, including at least 2 hours after 5:00 p.m. or on weekends. This standard is not intended to imply that a paid librarian must work all 12 hours. Some or all of the library hours may be staffed by unpaid volunteers, provided that if the library is staffed entirely by volunteers at least one of the volunteers is fulfilling or has fulfilled the requirements in #12 below.
. has a telephone listed under the library's name or agrees to install a telephone if a grant is received — for the first year a library applies only.
. is willing to serve all Vermonters for ordinary library privileges. (Fines may be levied and deposits or non-resident support may be required; privileges may be denied irresponsible borrowers).
. has at least a minimal, separately designated budget item for library materials.
. receives some local tax support or revenue sharing funds.
. has cataloged its collection of books.
. contributes at least annually to the Vermont Union Catalog and supplies required statistical data required by the Department of Libraries.
. cooperates with its local school library, its regional library, and all other members of the statewide interlibrary loan network.
. has a written policy statement on file in the Department of Libraries or is working on such a statement.*
. includes at least the same amount in its operating budget in the year immediately preceding the grant application as in the second previous year, and maintains at least the same level of operating budget the year after it receives a grant, over and above the amount of the grant, to qualify for a subsequent grant the next year.

e librarian
. and staff (except volunteers) receive at least the Federal minimum hourly wage presently $2.10 per hour. The library may be staffed entirely by unpaid volunteers, if at least one of the volunteers meets the requirements of #12 below.
. possesses a library science degree, a Vermont certificate of library training, or is in active pursuit of one of these.
. has a valid Vermont driver's license or has transportation available.
. participates in the selection of library materials.
. visits the regional library at least three times a year to select supplementary collections of books, if needed. The librarian is to be reimbursed for transportation expenses out of the local library budget.

e board
. includes the librarian in non-executive sessions.
. meets at least every three months in meetings open to the public, according to the provisions of the Right to Know Law.
. is striving to meet the Vermont Library Association Standards (1966) and the Vermont Library Trustees Association Standards as implied in the 1974 Trustees Handbook.
. makes an annual financial and statistical report to municipal authorities and the public and has at least one publicly elected or municipally appointed member, or has a firm plan to do so by 1976.

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library must have its written policy statement on file in the Department of braries in order to qualify for a second PASS I grant.

PASS II STANDARDS

(1974 Revision, adopted by the Vermont Board of Libraries, December 3, 1974)

The library
1. is open 12 hours a week if it serves a population under 2,000, 16 hours week if it serves a population of 2,001 to 5,000, 24 hours a week if it serves a population of 5,001 to 8,000, 36 hours a week if it serves a population of 8,001 to 15,000, and 48 hours a week if it serves a popul tion of 15,001 and up. The requirement of opening at least 2 hours aft 5:00 p.m. or on weekends applies to all libraries no matter what the si A paid librarian need not work all the hours. As with PASS I, volunte may be used if at least one of them is qualified under #12 below, for t first three population categories.
2. has a telephone listed under the library's name.
3. is willing to serve all Vermonters for ordinary library privileges. (F may be levied and deposits or non-resident support may be required; pri leges may be denied irresponsible borrowers).
4. designates at least 15% of the total library budget for library materia (books, periodicals, sound recordings and films, not including supplie
5. receives total local support of at least $2.00 per capita of which at least some is local tax support or revenue sharing funds.
6. has completely cataloged its collection of books.
7. contributes to the Vermont Union Catalog at least every 6 months and s plies required statistical data required by the Department of Librarie
8. cooperates with its local school library, its regional library, and all other members of the statewide interlibrary loan network.
9. has a written library policy statement on file in the Department of Libraries.
10. includes at least the same amount in its operating budget in the year mediately preceding the grant application as in the second previous ye and maintains at least the same level of operating budget the year aft it receives a grant, over and above the amount of the grant, to qualif for a subsequent grant the next year.

The librarian
11. and staff (except volunteers) receive at least the Federal minimum hou wage, presently $2.10 per hour, and are covered by Social Security.
12. possesses a library science degree, a Vermont certificate of library t ing or is in active pursuit of one of these.
13. has a valid Vermont driver's license or has transportation available.
14. participates in the selection of materials.
15. visits the regional library at least three times a year to select supp mentary collections of books, if needed. The librarian is to be reimbursed for transportation expenses out of the local library budget.

The board
16. includes the librarian in non-executive sessions.
17. for population group 8,000 or less, meets at least every three months meetings open to the public, according to the provisions of the Right Know Law; for the population group of 8,001 and up, the board meets at least six times a year in meetings open to the public, according to th provisions of the Right to Know Law.
18. is striving to meet the Vermont Library Association Standards (1966) a the Vermont Library Trustees Association Standards as implied in the 1 Trustees Handbook.
19. makes an annual financial and statistical report to municipal authorit and the public and has at least one publicly elected or municipally ap pointed member or has a firm plan to do so by 1976.

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